



Policy: 4081
Procedure: 4081.01
Chapter: Secure Facilities
Rule: Juvenile's Use of the Telephone

Effective: 7/31/08
Replaces: 4081
Dated: 06/29/1999

Purpose:

The Arizona Department of Juvenile Corrections (ADJC) encourages juveniles to maintain contact with their families by affording them reasonable access and equal opportunity within a facility to use the telephone. Also refer to Policy 2302 Basic Youth Rights, and Policy 2305 Access to Attorneys and Courts.

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Rules:

1. General Provisions:

- a. **EACH FACILITY SUPERINTENDENT** shall ensure that juveniles:
 - i. Receive a minimum of one weekly telephone call of not less than five minutes duration to an approved party;
 - ii. Are provided equal access to telephones to the extent possible within facility limitations;
 - iii. Have access to a telephone in the event of an emergency;
- b. **Employees shall:**
 - i. Place only no-cost or collect phone calls to approved parties;
 - ii. Provide privacy in accordance with Policy 2302 Basic Youth Rights;
 - iii. Not accept incoming phone calls for juveniles, except those that have been previously approved and recorded by the Housing Unit Manager or designee on Form 4081.01B Special and Emergency Call Approval Form;
 - iv. Make all reasonable efforts to:
 - (1) Complete approved juvenile calls; and
 - (2) Adhere to telephone call schedules.
 - v. Schedule make-up calls when calls cannot be completed except as described in Section 4 of this procedure.

2. Routine Calls:

- a. **EMPLOYEES** shall:
 - i. Consider routine telephone calls to be:
 - (1) Regular weekly calls;
 - (2) Make-up calls, when weekly calls could not be conducted;
 - (3) Intake calls, for newly arrived juveniles; and
 - (4) Privilege calls in addition to regular weekly calls for juveniles on advanced status.
 - ii. Conduct routine telephone calls during hours when they do not interfere with required activities; e.g., education, groups, etc;
 - iii. Allow juveniles to call only approved persons from Form 4081.01A Juvenile Telephone Record;
 - iv. Use the following process when placing routine calls:

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- (1) The **assigned YPO III only** shall place calls only to persons from the approved list;
- (2) Verify the identity of party on other end by asking his/her name and ensuring it matches a name on the approved list;
- (3) Monitor the call without listening to content of conversation;
- (4) End the call at the specified time;
- (5) Complete Form 4081.01A Juvenile Telephone Record at the conclusion of the call to include:
 - (a) Date;
 - (b) Approved Contact number;
 - (c) Type of call;
 - (d) Beginning time;
 - (e) Ending time; and
 - (f) Employee initials.

3. Special and Emergency Calls:

- a. **EMPLOYEES** shall:
 - i. Consider special and emergency calls for juveniles to be non-routine calls conducted:
 - (1) Due to a family or other emergency;
 - (2) As an incentive or reward; or
 - (3) For therapeutic purposes as determined by the Housing Unit Manager/Designee.
- b. The **HOUSING UNIT MANAGER** shall:
 - i. Whenever practicable, approve special and emergency telephone calls in advance; and
 - ii. Complete a separate entry on the juvenile's Form 4081.01B Special and Emergency Call Approval Form for each special or emergency call to include:
 - (1) Date of call;
 - (2) Name of person to be called;
 - (3) Telephone number;
 - (4) Duration of call in minutes;
 - (5) Purpose of call;
 - (6) Approved by; and
 - (7) Approval Date.
- c. **EMPLOYEES** shall:
 - i. Prior to conducting special or emergency calls:
 - (1) Ensure the Housing Unit Manager has completed Form 4081.01B Special and Emergency Call Approval Form for each special or emergency call; or
 - (2) In the event of unforeseen circumstances:
 - (a) Contact the Housing Unit Manager/Designee for approval; and
 - (b) If approved, complete the approval form.
 - ii. Complete Form 4081.01A Juvenile Telephone Record at the conclusion of special and emergency calls to include:
 - (1) Date;
 - (2) Approved Contact number;
 - (3) Type of call (special or emergency);
 - (4) Beginning time;
 - (5) Ending time; and
 - (6) Employee initials.

4. Restriction/Termination of Juvenile Telephone Calls:

- a. **EMPLOYEES** shall:
 - i. Not restrict/terminate approved telephone calls for disciplinary purposes;
 - ii. Restrict/terminate approved telephone calls only:
 - (1) As required during facility emergencies;
 - (2) For immediate life/health/safety reasons; or

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- (3) When a juvenile's behavior during an approved telephone call is contrary to the safe and orderly operation of the facility;
- iii. Restrict/terminate calls only in the immediate circumstances described above, but such restrictions/terminations shall not affect future calls;
- iv. As soon as practicable, reschedule calls that have been restricted due to no fault of the involved juvenile;
- v. Not reschedule calls that have been restricted/terminated because:
 - (1) The involved juvenile's behavior during the call was contrary to the safe and orderly operation of the facility;
 - (2) The involved juvenile created or exacerbated a life/health/safety issue that caused the telephone call to be restricted or terminated.
- vi. Complete Form 1190.01A Incident Report for all calls restricted or terminated due to juvenile behavior.

Signature Date

8/1/08

Approved by Process Owner

P. LUSZCZAK
Peter Luszczyk, Chief Administrator of Safe Schools

Effective Date

7/31/08

Approved by

[Signature]
Michael D. Branham, Director